



Class Title
Position Number
FLSA Status
EEO Classification
Department
Supervised By

Clinical Assistant
0074
Non-Exempt
Administrative Support Worker
Olde Towne Medical and Dental Center
Office Manager

Nature of Work

Performs responsible work providing customer support in a medical center, including carrying out varied and complex procedural support within the context of a primary care center.

Essential Job Functions (other essential job functions may be designated by department)

- Greets patients and visitors and directs them to appropriate services or source; answers telephone and email inquiries; takes messages as necessary and answers questions within context of policies and procedures.
- Checks patients in and out via computer; obtains and data enters pertinent patient information; maintains income eligibility and collects fees.
- Schedules appointments for medical services and patient referrals; maintains provider and office schedule as necessary.
- Prepares charts and maintains clerical documentation; maintains filing system; duplicates documents to be transferred with patients.
- Provides instruction and guidance to new volunteers and employees as needed.
- Performs other duties as assigned.

Job Preparation Needed

- Any combination of education and experience equivalent to a high school diploma; and some general clerical experience preferably in a medical setting.
- A cardiopulmonary resuscitation (CPR) certification from the American Red Cross is preferred.
- Considerable knowledge of standard office practices and procedures, equipment, and administrative support techniques in a medical setting; medical terminology and telephone triage; grammar, punctuation, spelling, and arithmetic; knowledge of principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Skill in use of computer software, especially Microsoft Office Suite.
- Ability to learn and use electronic medical record system for patient data entry and management; work independently; establish and maintain effective working relationships with doctors, nurses, coworkers, volunteers, and the public; work under pressure in a fast paced clinic setting; work and communicate effectively with persons of multicultural and socioeconomic backgrounds.

Performance

All employees are expected to work effectively and ethically with citizens and with each other to meet the needs of the community and the organization. Employees are expected to demonstrate work behaviors that model the County's values and further the County's mission.

Post Offer Requirements

- Credential check
- Drug test
- Infection control test
- State and or national criminal/sex offender record check

Introductory Period 6 months

Post Hire Requirements

Not Applicable

Job Locations and Conditions

- Duties are performed in a medical clinic setting.
- Performs work safely in accordance with department safety procedures and County Safety Program; operates equipment safely and reports any unsafe work condition or practice to supervisor.
- May be required to report to work to serve customers during emergency conditions; may be assigned to report at a different time and location and to perform different duties as necessary.



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General Aptitudes and Physical Abilities

James City County is an Equal Opportunity Employer. The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Incumbents must be able to perform all essential job functions unaided or with reasonable accommodation. Prospective and current employees are invited to discuss accommodations.

Frequency Scale:

C= Continuously (2/3 or more of the time)	F= Frequently (from 1/3 to 2/3 of the time)	O= Occasionally (up to 1/3 of the time)	R= Rarely (less than 1 hour per week)	N= Not an essential job function
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General Aptitudes/ Physical Abilities	Frequency	Description
Mental Ability	C	Must have general learning ability and the ability to understand instructions and underlying principles; understand and follow oral and written instruction, and/or to guide/give instructions; and, ability to make decisions in accordance with established procedures and policies
Communication Ability	C	Must have ability to understand meanings of words and ideas associated with them and to use them effectively; comprehend language to understand the relationship between words; understand meanings of whole sentences and paragraphs; present information or ideas clearly; and, communicate with public, vendors, supervisors, and/or other employees, and County officials. <ul style="list-style-type: none"> • Verbal Communication: hear/listen; communicate orally with public, vendors, supervisors, other employees, and County officials • Written Communication: read/understand text; exchange information in written form
Mathematical ability	F	Must have ability to perform accurate calculations mentally and/or aided by a calculator or other device
Spatial ability	N	Must have ability to comprehend forms in space and understand relationships of plane and solid objects; may be used in such tasks as blue print reading and in solving geometry problems; frequently described as the ability to mentally visualize objects of two or three dimensions or to think visually of geometric forms
Operate office equipment	C	Office equipment such as computer keyboard and mouse, copy/fax machines, telephones, calculator, etc.
Operate other equipment/tools	F	Necessary equipment and/or tools including medical equipment
Transport/Reposition Objects	O	Must be able to transport and reposition <15 pounds of materials/equipment from at waist level, waist level to shoulder, and above shoulder
Ascend/Descend	O	Must be able to work in and move to different height levels including a step stool
Sit	F	Must have the ability to sit
Stand	F	Must have the ability to stand
Walk	F	Move self from one location to another on flat terrain
Run	N	Move self from one location to another on flat terrain, rough terrain or both flat and rough terrain
Position self to lower level	R	Must have ability to bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself
Reaching, handling, fingering, and/or feeling	O	Must have ability to stretch out, extend, or put forth a bodily part; to touch or grasp something, by extending or stretching; to touch, lift, hold or operate with hands
Seeing	C	Must be able to see, to perceive, or comprehend by the sense of sight; be able to focus with distinctness or clarity; use peripheral vision; and, determine color and depth perception.
Hearing	C	Must be able to hear and listen to voices and sounds
Driving	N	Must be able to transfer or convey in a standard, automatic, or multi-gear vehicle including car, van, small truck, medium truck, large truck, truck w/equipment, heavy bus equipment